



North Central Texas Emergency Communications District Board of Managers Meeting

December 3, 2020

12:30 PM

Zoom Videoconference Link: <https://nctcog.zoom.us/j/81891875934>

Public Toll-Free Call-In Number: 1-855-965-2480

Meeting ID: 818 9187 5934#

REGULAR SESSION

- Call to order time: _____
- Welcome and Introductions

PUBLIC COMMENT

Individuals may provide oral and/or written comments on any agenda item.

ACTION ITEMS

1. Approval of September 3, 2020, Minutes – President, Roger Deeds
2. Resolution Authorizing an Interlocal Agreement with Greater Harris County 9-1-1 Emergency Network (GHC) for Next Generation 9-1-1 Shared Information Technology and Support – LeAnna Russell
3. Resolution Endorsing NCT9-1-1's Integrated Public Alert and Warning System (IPAWS) Application – Jason Smith
4. Resolution Authorizing a Contract with GeoComm, Inc. for Software Support Services – Rodger Mann
5. Resolution Authorizing a Contract with Mythics, Inc. for SD-WAN Hardware and Software Refresh – Clay Dilday
6. Resolution Amending NCT9-1-1 Use of Funds Policy Number FIN 3.1 – Norman Marquart

INFORMATIONAL ITEMS

7. Service Awards Recognition – Christy Williams
8. NCT9-1-1 Board of Managers 2021 Meeting Dates – Christy Williams
9. NCT9-1-1 Board of Managers Expiring Terms – James Powell
10. Quarterly Financial Report – Norman Marquart
11. Director's Report – Christy Williams



Next Meeting: TBD

A closed executive session may be held on any of the above agenda items when legally justified pursuant to Subchapter D of the Texas Open Meetings Act (Texas Government Code Chapter 551).



**NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
9-1-1 BOARD OF MANAGERS MEETING**

Minutes – September 3, 2020

Zoom Videoconference Link: <https://nctcog.zoom.us/j/96894480392>

Public Toll-Free Call-In Number: 1-855-965-2480

Meeting ID: 968 9448 0392#

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:31 PM on September 3, 2020.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Jeff Hodges – Vice-President - Councilmember, City of Prosper
3. Hal Richards – Secretary, County Judge, Kaufman County
4. N. Lane Akin – Sheriff, Wise County
5. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
6. Gary Caplinger – Mayor Pro Tem, City of Allen
7. Danny Chambers – County Judge, Somervell County
8. Kerry Crews – Justice of the Peace #2, Hunt County
9. Harold Eavenson – Sheriff, Rockwall County
10. Shane Long – County Judge, Palo Pinto County
11. La’Shadion Shemwell – Councilmember, City of McKinney
12. Jim Skinner – Sheriff, Collin County
13. Randy Stinson – Commissioner, Ellis County
14. Jerry Stringer – Commissioner, Johnson County

Members of the Board Absent:

1. Matt Coates – Sheriff, Erath County
2. Eddie Perry – Commissioner, Navarro County
3. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

1. Mike Eastland – Executive Director of NCT9-1-1
2. Christy Williams – Director of NCT9-1-1
3. Clay Dilday – 9-1-1 Technology Manager
4. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Ken Kirkpatrick – Counsel for NCT9-1-1
6. Norman Marquart – NCTCOG Fiscal Manager
7. Monte Mercer – NCTCOG Deputy Executive Director
8. Hilaria Perez – 9-1-1 Administrative Program Coordinator
9. James Powell – Deputy Counsel for NCT9-1-1
10. Jessie Shadowens-James – 9-1-1 Strategic Services Manager

REGULAR SESSION

Action:

Item 1 Approval of June 4, 2020, Minutes

President Roger Deeds stated that the minutes to be approved were from the June 4, 2020, Board meeting.

Attachment A

Upon a motion by Sheriff N. Lane Akin (seconded by Sheriff Jim Skinner) and by unanimous vote of all members present, the Board approved the minutes of the June 4, 2020, Board of Managers meeting.

Item 2 Resolution Approving the Fiscal Year 2021 Strategic Plan

NCT9-1-1 develops a strategic plan annually to outline the proposed projects for the upcoming fiscal year, as well as forecast what projects are anticipated in the proceeding four fiscal years. The Strategic Plan provides high-level direction for the funding of projects and reflects each of the District's six teams' areas of focus for the five-year period. The District's annual budget is crafted based on the projects supplied in the plan. In accordance with the District's bylaws, the Board of Managers is required to approve an annual strategic plan.

Discussion:

Mayor Pro Tem Gary Caplinger – wants to make sure that we are discussing the Strategic Plan items with the cities to make sure we are integrating what they already have in place, and prevent duplicating processes.

Councilmember La'Shadion Shemwell – wants to make sure that future board members will have their own voice and not be locked into the decision that the prior Board set.

Attachment B

Upon a motion by County Judge Hal Richards (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 Resolution Approving the Fiscal Year 2021 Budget and Setting the 9-1-1 Emergency Service Fee

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Per the District's bylaws, the Board of Managers is required to approve an annual budget, which includes setting the amount of the 9-1-1 emergency service fee. The statute provides the following related to the fee:

1. The amount of the fee may not exceed 50 cents per month for each line.
2. The fee must have uniform application throughout the District and be imposed in each participating county or municipality in the District.

3. The fee may be imposed only on the base rate charge or the charge's equivalent, excluding charges for coin-operated telephone equipment.
4. The Board shall set the fee each fiscal year and notify each supplier in the District of any change to the fee by the 91st day after the effective date of the change.

Staff has prepared the FY 2021 budget and recommends the fee amount formerly imposed by CSEC and for FY 2019 and FY 2020 of 50 cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

Attachment C

Upon a motion by Councilmember La'Shadion Shemwell (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Adopting Revised NCT9-1-1 Bylaws

The NCT9-1-1 Bylaws currently require a majority of the appointed Board members be present to conduct regular business meetings. This quorum requirement is contained in Section 2.7 of the Bylaws. The Board and staff have reviewed and discussed several potential options to address the issue of not meeting quorum and determined amending the Bylaws was the preferred approach. A copy of the revision was transmitted to the Board and reflects the quorum change in Section 2.7 from a majority of the appointed Board members to one-third of the appointed Board members. The revised text is also shown below:

Section 2.7. ~~A majority~~ **One-third (1/3)** of the appointed Board members shall constitute a quorum for the transaction of business.

Upon a motion by Mayor Pro Tem Gary Caplinger (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 Resolution Authorizing a Contract with Mission Critical Partners, LLC. for Public Safety Strategic Consulting

NCT9-1-1 utilizes public safety consultants to complete a variety of projects for the program. Examples include, but are not limited to: network design, contingency planning, equipment installation, contract negotiation, technical requirement writing, and pre-procurement research. These consultants are utilized to supplement in-house expertise and third-party contractors.

In previous years, these consultants have been procured utilizing cooperative purchasing mechanisms such as the Department of Information Resources contracts.

In coordination with NCT9-1-1 program staff, last year the North Central Texas Council of Governments (NCTCOG) SHARE cooperative purchasing program conducted a procurement for public safety strategic consulting services. In August 2019, NCTCOG entered into contract #2019-074 with Mission Critical Partners, LLC, as part of its SHARE cooperative purchasing program. NCT9-1-1 is able to utilize this cooperative contract which satisfies local procurement requirements.

Discussion:

Councilmember La'Shadion Shemwell asked why has this not gone out for an RFP? Why not put this out for bids for other companies?

Per Strategic Services Manager, Jessie Shadowens-James, and Deputy Council, James Powell, NCT9-1-1 staff worked with NCTCOG to complete the procurement process in a previous year. NCT9-1-1 served as subject matter experts, helping to develop the scope and serving on the selection committee.

Upon a motion by Councilmember La'Shadion Shemwell (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 6 Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licenses Renewals and Additional Licenses

The core hardware components of the NCT9-1-1 infrastructure rely heavily on several Microsoft licenses components, such as SQL Server Enterprise Edition, Windows Server Datacenter Edition, Windows Server Standard Edition, Windows Remote Desktop Services, Software Assurance, etc.

NCT9-1-1 initially purchased these Microsoft licenses, which are up for renewal, from SHI Government Solutions via DIR cooperative contract #DIR-TSO-4092. Due to an increase in hardware infrastructure it is also necessary to purchase additional licenses to maintain compliance with Microsoft licensing requirements.

Upon a motion by Judge Kerry Crews (seconded by Mayor Pro Tem Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the resolution as presented.

INFORMATIONAL ITEMS

Item 7 NCT9-1-1 2019 Award Winners

Jason Smith informed the Board of the NCT9-1-1, APCO, and NENA yearly award winners.

Attachment E

Item 8 Quarterly Financial Report

Norman Marquart presented the quarterly financial report through the month of July 2020.

Attachment F

Item 9 Director's Report

Christy Williams informed the Board of the attachments that were in the packet. She reminded the Board that the new GIS mapping system will be rolling out in the next few months. Also, that NCT9-1-1 was featured in an article in the September issue of *Dallas Innovates*. Christy also updated the Board on the wireless fee process.

Attachment G and Attachment H

OTHER BUSINESS

The meeting was called to an end by President Roger Deeds at 1:21 PM.



North Central Texas Emergency Communications District

Item # 2020-12-02

Meeting Date: December 3, 2020

Submitted By: LeAnna Russell, ENP
9-1-1 Data Manager

Item Title: Resolution Authorizing an Interlocal Agreement with Greater Harris County 9-1-1 Emergency Network (GHC) for Next Generation 9-1-1 Shared Information Technology and Support

In September 2015, the North Central Texas Council of Governments 9-1-1 Program (now NCT9-1-1) deployed a self-provisioned 9-1-1 database management and Automatic Location Identification (ALI) system. This system is where all customer records are housed and allows for the location to be presented to the 9-1-1 Telecommunicator when a 9-1-1 call is received. Greater Harris County 9-1-1 Network has a robust and redundant infrastructure that allows for other 9-1-1 entities to connect. The sharing of the GHC 9-1-1 network allows other 9-1-1 entities to access the information using the shared infrastructure at a reasonable cost. At that time, an interlocal agreement was executed between NCTCOG and GHC. With the creation of the district and a new technology implementation by GHC, an updated agreement for the use and sharing of hosted infrastructure must be executed.

The proposed agreement is for a term of one year and renews annually until otherwise terminated or an updated version of the agreement is required. Annual cost is based on population and is currently estimated at \$24,272.85; however, this could change based on updated census data.

A draft resolution authorizing an interlocal agreement with GHC is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2020-12-02

RESOLUTION AUTHORIZING AN INTERLOCAL AGREEMENT WITH GREATER HARRIS COUNTY 9-1-1 EMERGENCY NETWORK (GHC) FOR NEXT GENERATION 9-1-1 COOPERATION, USE, AND SHARING OF HOSTED INFORMATION TECHNOLOGY AND ASSOCIATED TECHNICAL AND OPERATIONAL SYSTEMS SUPPORT

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 uses a database management and Automatic Location Identification (ALI) system to house and present location information to the 9-1-1 Telecommunicator when a call is received; and

WHEREAS, NCT9-1-1 desires to enter into an Interlocal Agreement with Greater Harris County 9-1-1 Emergency Network to use and share hosted information technology and associated technical and operational systems support; and,

WHEREAS, NCT9-1-1 has complied with State regulations regarding contract and procurement proceedings.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. An interlocal agreement between NCT9-1-1 and Greater Harris County 9-1-1 Emergency Network for Next Generation 9-1-1 cooperation, use, and sharing of hosted information technology and associated technical and operational systems support, be and is hereby approved.

Section 2. The Executive Director or designee is authorized execute agreements necessary to carry out this program, in the name of the North Central Texas Emergency Communications District.

Section 3. This resolution shall be in effect immediately upon adoption.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 3, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-12-03

Meeting Date: December 3, 2020

Submitted By: Jason Smith
9-1-1 Operations Supervisor

Item Title: Resolution Endorsing NCT9-1-1's Integrated Public Alert and Warning System (IPAWS) Application

To enhance public awareness of 9-1-1 service interruptions, the North Central Texas Emergency Communications District (NCT9-1-1) evaluated how an Integrated Public Alert and Warning System (IPAWS) can be a valuable notification tool. IPAWS is the Federal Emergency Management Agency's (FEMA) national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts (WEA). IPAWS allows alerting authorities to write their own message using commercially available software that is Common Alerting Protocol (CAP) compliant.

Earlier this year, NCT9-1-1 initiated a procurement process and issued a Request for Quotes (RFQ) #2020-070 for IPAWS Compatible Alert Origination Software. Thirteen quotes were received and opened on March 3, 2020 and were reviewed by the NCT9-1-1 staff. Following evaluation, NCT9-1-1 entered into a service agreement with HipLink Software to provide these services.

NCT9-1-1 subsequently submitted the executed service agreement, along with the required FEMA application, for approval from the Texas Department of Emergency Management (TDEM). Upon final approval, NCT9-1-1 will be recognized as an alerting authority with TDEM and FEMA. Under this program, NCT9-1-1 will be able to send notifications to the affected NCT9-1-1 service area which could cover several counties and cities. As notifications are usually sent by and within one jurisdiction, TDEM wanted to ensure that the emergency management personnel affected approved of NCT9-1-1's designation as an alerting authority. NCT9-1-1 staff first reached out to emergency management personnel in our service area and provided them background, as well as offering them an opportunity to ask questions or voice concerns. Staff responded to all questions and no additional concerns were voiced. TDEM then recommended the additional step of requesting NCT9-1-1 Board endorsement.

A draft resolution endorsing NCT9-1-1's IPAWS application is attached for Board consideration. If approved, staff recommends Board members notify their respective emergency management personnel of the endorsement. Staff is available to support in the event of questions.

I will be available to answer any questions at the Board meeting.



Item # 2020-12-03

RESOLUTION ENDORSING NCT9-1-1'S INTEGRATED PUBLIC ALERT AND WARNING SYSTEM (IPAWS) APPLICATION

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 desires to become an alerting authority through the Texas Department of Emergency Management in order to alert the 9-1-1 service area of 9-1-1 service interruptions and other critical updates;

WHEREAS, NCT9-1-1 entered into a service agreement #2020-070 with HipLink Software through its Request for Quote process to provide alerting services; and,

WHEREAS, NCT9-1-1 subsequently submitted an application to the Texas Department of Emergency Management (TDEM) to be a designated alerting authority; and,

WHEREAS, TDEM has requested endorsement of the application by the NCT9-1-1 Board; and,

WHEREAS, NCT9-1-1 has complied with federal and state regulations regarding contract and procurement proceedings.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1.** The NCT9-1-1 Board of Managers endorses the Integrated Public Alert and Warning System (IPAWS) application.
- Section 2.** A copy of this resolution shall be transmitted to the Texas Department of Emergency Management (TDEM).
- Section 3.** This resolution shall be in effect immediately upon its adoption.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 3, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-12-04

Meeting Date: December 3, 2020

Submitted By: Rodger Mann
9-1-1 GIS Manager

Item Title: Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software Support and Maintenance Renewal

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to contract with GeoComm, Inc. for Software Support and Maintenance for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve months concluding November 30, 2021. NCT9-1-1 renews software services with GeoComm on an annual recurring basis and GeoComm included software and services on the 2020 North Texas SHARE contract, which is the preferred purchasing vehicle for the agency.

A draft resolution authorizing a contract with GeoComm, Inc. in an amount not to exceed \$125,000, via NCTCOG SHARE Contract #NCT2020-052 is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2020-12-04

RESOLUTION AUTHORIZING A CONTRACT WITH GEOCOMM, INC. FOR ANNUAL SOFTWARE SUPPORT AND MAINTENANCE RENEWAL

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with GeoComm, Inc. to provide software support and maintenance for mission critical public safety mapping NCTCOG SHARE contract #2020-052; and,

WHEREAS, NCT9-1-1 has complied with State regulations regarding contract and procurement proceedings.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and GeoComm Inc. for software support and maintenance in an amount not to exceed \$125,000, be and is hereby approved.

Section 2. The Executive Director or designee is authorized execute agreements necessary to carry out this program, in the name of the North Central Texas Emergency Communications District.

Section 3. This resolution shall be in effect immediately upon adoption.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 3, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-12-05

Meeting Date: December 3, 2020

Submitted By: Clay Dilday
NCT9-1-1 Technology Manager

Item Title: Resolution Authorizing a Contract with Mythics, Inc. for SD-WAN Hardware and Software Refresh

The Software-Defined Wide Area Network (SD-WAN) hardware currently being utilized at our Public Safety Answering Points (PSAPs) will reach end of life in February 2021 and will no longer be supported by the current vendor.

The North Central Texas Emergency Communications District (NCT9-1-1) initially purchased these devices as part of the overall microwave project in 2015. The SD-WAN solution was implemented to seamlessly route 9-1-1 call traffic between the multiple microwave, terrestrial PSAP, microwave backhaul, and Long-Term Evolution (LTE) network connections that make up the NCT9-1-1 Emergency Services IP Network (ESINet).

A draft resolution authorizing procurement of new hardware, software licenses, and maintenance for one year with four optional annual renewals from Mythics Inc. via DIR contract #DIR-TSO-4158 in a not to exceed amount of \$550,000 is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2020-12-05

RESOLUTION AUTHORIZING CONTRACT WITH MYTHICS, INC. FOR SD-WAN HARDWARE AND SOFTWARE REFRESH

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points (PSAPs) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 wishes to procure new SD-WAN hardware and software licenses; and,

WHEREAS, NCT9-1-1 desires to procure said hardware and licenses from Mythics Inc. via cooperative contract # DIR-TSO-4158; and,

WHEREAS, NCT9-1-1 has complied with State regulations regarding contract and procurement proceedings.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1.** A contract between NCT9-1-1 and Mythics Inc., for SD-WAN hardware/software, for a maximum five (5) year term and in an amount not to exceed \$550,000, be and is hereby approved.
- Section 2.** The Executive Director or designee is authorized to execute agreements necessary to carry out this program, in the name of the North Central Texas Emergency Communications District.
- Section 3.** This resolution shall be in effect immediately upon its adoption.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 3, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-12-06

Meeting Date: December 3, 2020

Submitted By: Norman Marquart
NCTCOG Fiscal Manager

Item Title: Resolution Amending the Use of Funds Policy Number FIN 3.1

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. At the time the 911 District was initiated, the Board of Managers approved the current Use of Funds Policy (policy number Fin 3.1) on January 24, 2019 which reflected the priority use of any cumulated fund balance as follows:

- 1) Ongoing operating expenses of the District, including any NCTCOG reimbursements
- 2) Accumulating a 90 day or 25% "reserve" in operating or unrestricted fund balance
- 3) Contributions designated for capital funding and replacement
- 4) Contributions designated for special projects
- 5) Contributions designated for Local Government reimbursements

NCTCOG management staff are requesting to amend the policy for item No. 2 above for the operating funds requirement. Current policy states "a 90 day or 25% "reserve" in operating or unrestricted fund balance". Management is requesting to amend the policy to state "a 10% of annual revenue budget "reserve" in operating or unrestricted fund balance".

Emergency communication fees are received from telephone providers monthly, subsequent to the month under review. Currently, the majority of fees are received within 35-40 days after the end of each month.

Staff has reviewed current collections of emergency communications fees and determined the proposed change for the operating funds requirement reflected above would provide the 9-1-1 District the reserves necessary for continued operations.

A draft resolution approving the amendment to the Use of Funds policy is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2020-12-06

RESOLUTION AMENDING THE USE OF FUNDS POLICY FIN 3.1

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, the Board of Managers approved the current Use of Funds Policy Number Fin 3.1 on January 24, 2019; and,

WHEREAS, the current policy reflects that the second priority for the use of cumulative unrestricted fund balance amounts would be utilized to achieve “a 90 day or 25% “reserve” in operating or unrestricted fund balance”; and,

WHEREAS, NCTCOG management staff recommend modifying the language within the second priority within the Use of Funds policy to reflect “a 10% of annual revenue budget “reserve” in operating or unrestricted fund balance”.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves an amendment to the second priority of use of available fund balance within the Use of Funds Policy to reflect “a 10% of annual revenue budget “reserve” in Operating or unrestricted fund balance”

Section 2. The remaining policy to be unchanged from current Board approved form.

Section 5. This resolution shall be in effect as of December 3, 2020.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 3, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



FINANCIAL STATUS REPORT
FOR TWELVE MONTHS ENDING: SEPTEMBER 30, 2020

REVENUES: (1)					
Revenue Category	Revenue Budget	12 Mo. Target	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,300,000	8,300,000	8,571,521	(271,521)	103.27%
Landline	2,200,000	2,200,000	1,791,292	408,708	81.42%
Other Revenue	0	0	1,138	(1,138)	100.00%
Total Revenue	10,500,000	10,500,000	10,363,950	136,050	98.70%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	12 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,192,700	2,192,700	2,030,046	162,654	92.58%
Fringe Benefits	1,034,954	1,034,954	907,781	127,173	87.71%
NCTCOG Indirect Costs	571,295	571,295	504,633	66,662	88.33%
Occupancy	394,867	394,867	389,407	5,460	98.62%
NCTCOG Information Technology	196,300	196,300	196,309	(9)	100.00%
Travel	73,000	73,000	21,501	51,499	29.45%
Other Staff Costs	333,540	333,540	251,422	82,118	75.38%
Total NCT9-1-1 Staff Costs	4,796,656	4,796,656	4,301,099	495,557	89.67%
FISCAL AGENT SUPPORT (3)					
Category	Budget	12 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	343,930	343,930	277,132	66,798	80.58%
COST OF OPERATIONS (4)					
Categories	Budget	12 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	1,988,790	1,988,790	1,962,433	26,357	98.67%
Equipment and Software Supp & Maint	802,970	802,970	689,279	113,691	85.84%
Contract Services	971,300	971,300	311,388	659,912	32.06%
Security	149,270	149,270	19,031	130,239	12.75%
Communications (Public Education)	65,000	65,000	32,250	32,750	49.61%
PSAP Training	40,950	40,950	9,294	31,656	22.70%
Telecom	655,400	655,400	640,709	14,691	97.76%
County Reimbursements	645,000	645,000	545,531	99,470	84.58%
Total Cost of Operations	5,318,680	5,318,680	4,209,914	1,108,766	79.15%
CAPITAL EXPENDITURES (5)					
Category	Budget	12 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	68,231	-68,231	100.00%
TOTAL EXPENDITURES					
Category	Budget	12 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,459,266	10,459,266	8,856,377	1,602,889	84.67%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 99% of Fiscal Year 2020 budget. Budget was completed in spring of 2019 with limited collection information.</p> <p>A. Wireless revenue -(103% of target)</p> <ol style="list-style-type: none"> 1. Wireless budget was developed based on a monthly average of \$692,000. Actual for FY2020 has averaged \$714,000. 2. The District receives wireless fees from the Comptroller based on the District's area population percentage as compared to the entire state. Beginning in February, the District rate increased from 5.94% to 6.03% of all wireless fees collected by the State. This is an automatic increase and does not require Board action. This should increase the District's wireless receipts by approximately \$124,000 per year. <p>B. Landline revenue - (81% of target)</p> <ol style="list-style-type: none"> 1. Landline budget was developed based on a monthly average totaling \$183,000 per month. Actual receipts have averaged \$149,000 for Fiscal Year 2020.
2	NCT9-1-1 Staff Costs	<p>Costs total 90% of Fiscal Year 2020 budget.</p> <p>A. Salaries, fringe benefits and indirect costs-(91% of target)- below budget primarily due to equivalent of three (3) unfilled positions.</p> <p>B. Travel-(29% of target)- Due COVID, travel has been cancelled.</p> <p>C. Other staff costs-(75% of target)</p> <ol style="list-style-type: none"> 1. Less training and development than planned. Same as travel, out of town training is currently on hold. 2. Supplies below target due to COVID, staff working remotely 3. Fleet operating costs were below plan for the fiscal year. This was primarily due to COVID travel restrictions. Maintenance and fuel costs were primary categories below plan.
3	Fiscal Agent Support	<p>Costs total 81% of Fiscal Year 2020 budget. Includes costs for NCTCOG administration support (accounting) and legal services.</p> <p>The budget included approximately 2.17 FTEs. Actual FTE charges have totaled 1.70 FTEs. Primarily due to the Marketing staff position remaining unfilled during FY 2020 (\$42,000 was budgeted).</p> <p>A.</p>

NOTES (Continued)

Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 79% of Fiscal Year 2020 Budget</p> <ul style="list-style-type: none"> A. Equipment and Software Support and Maintenance-(86% of Budget) <ul style="list-style-type: none"> 1. GDT software support was \$90,000 less than budgeted primarily due to two (2) years of maintenance being paid in fiscal year 2019 . 2. The budget for the annual maintenance associated with the First Net PSAP servers and routers totaled \$40,000 based on preliminary expectations of the annual costs associated with this telecommunications line item. After further review, it was determined that this annual cost component would not materialize. B. Contract Services-(32% of budget) - Primarily due to two factors: <ul style="list-style-type: none"> 1. Less projects than projected for strategic consulting. <ul style="list-style-type: none"> a. Strategic consulting with MCP and Federal Engineering accounts for \$370,000 of the expenditure variance rate. b. MCP Smart Project accounts for \$73,000 of the expenditure variance rate. c. Fiber buildout research project accounts for \$100,000 of the expenditure variance. 2. GIS pay as you go accounts for \$97,000 of the expenditure variance rate. This is for support when needed. Development of in-house expertise has reduced the need for this service. C. Security - (13% of budget) - primarily due to the following: <ul style="list-style-type: none"> 1. Network system security assessment not completed contributed approximately \$75,000 of the expenditure variance. 2. Not any border sessions controls purchased to date contributed approximately \$50,000 of the expenditure variance. D. County reimbursements- (85% of target) <ul style="list-style-type: none"> 1. Only \$127,000 of the \$200,000 budget amount was reimbursed for recorders in Fiscal Year 2020. Primarily due to COVID, fewer PSAPs have been able to replace recorders. 2. There were not any reimbursements for PSAP moves in FY2020. This contributed approximately \$25,000 of the expenditure variance rate.
5	Capital Expenditures	<p>Unbudgeted for FY 2020</p> <ul style="list-style-type: none"> A. Available funds due to various project savings were utilized for the installation of a microwave tower in Bridgeport.



Training

Number of Agencies: 19

Total Number of Attendees: 59

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
8/12/2020	911 Recovers: Training on PTSD, Resilience, and Stress Management	Learning about current research on the health and wellness of 9-1-1 telecommunicators, followed by instruction on the symptoms of PTSD, ways to enhance resilience, and methods of managing stress	26	Allen PD Collin County SO Ellis Co SO Frisco PD Hood Co SO Lancaster PD McKinney PD Plano PD Terrell PD
09/08/2020-9/17/2020	RapidDeploy RadiusPlus Mapping Solution End-User Training	Live Taught Virtual End-User Training for the implementation of the RapidDeploy RadiusPlus Mapping Solution.	33	Corsicana Police Department Ellis County Sheriff's Office Erath County Sheriffs Office Hood County Sheriffs Office Johnson County Sheriff's Office Kaufman County Sheriff's Office McKinney Police Department Mineral Wells Police Department Navarro County Sheriff Office Proper Police Department Rockwall County Sheriffs Office Sachse Police Department Wilmer Police Department



Quality Assurance / Monitoring

Number of Monitoring Visits 82

Number of Findings:

0

Date	PSAP	Findings	Date	PSAP	Findings
8/18/2020	Allen Police Department	No	11/17/2020	Forney Police Department	No
8/18/2020	Balch Springs Police Department	No	11/17/2020	Frisco Police Department	No
8/18/2020	Bridgeport Police Department	No	11/18/2020	Greenville Police Department	No
8/18/2020	Cockrell Hill Police Department	No	11/18/2020	Hood County Sheriff's Office	No
8/18/2020	Navarro County Sheriff's Office	No	11/18/2020	Hunt County Sheriff's Office	No
8/18/2020	Cleburne Police Department	No	11/18/2020	Johnson County ESD	No
8/19/2020	Forney Police Department	No	11/18/2020	Johnson County Sheriff's Office	No
8/19/2020	Collin County Sheriff's Office	No	11/18/2020	Kaufman County Regional Communications Center	No
8/19/2020	Commerce Police Department	No	11/18/2020	LifeCare EMS	No
8/19/2020	Forney Police Department	No	11/18/2020	McKinney Police Department	No
8/19/2020	Corsicana Police Department	No	11/18/2020	Mineral Wells Police Department	No
8/19/2020	Northern Ellis Emergency Dispatch	No	11/18/2020	Murphy Police Department	No
8/19/2020	Hood County Sheriff's Office	No	11/19/2020	Northern Ellis Emergency Dispatch Center	No
8/20/2020	Dublin Police Department	No	11/19/2020	Palo Pinto County Sheriff's Office	No
8/20/2020	Erath Sheriff's Office	No	11/19/2020	Parker County Sheriff's Office	No
8/20/2020	Ellis County Sheriff's Office	No	11/19/2020	Prosper Police Department	No
8/20/2020	Frisco Police Department	No	11/19/2020	Rockwall County Sheriff's Office	No
8/20/2020	Greenville Police Department	No	11/19/2020	Rockwall Police Department	No
8/21/2020	Decatur Police Department	No	11/19/2020	Sachse Police Department	No
8/21/2020	Hunt County Sheriff's Office	No	11/19/2020	Seagoville Police Department	No
8/21/2020	Johnson County Sheriff's Office	No	11/19/2020	Somervell County Sheriff's Office	No
8/21/2020	Johnson County ESD	No	11/19/2020	Springtown Police Department	No
8/21/2020	Kaufman County Sheriff's Office	No	11/19/2020	Stephenville Police Department	No
8/24/2020	LifeCare EMS	No	11/20/2020	Terrell Police Department	No
8/24/2020	McKinney Police Department	No	11/20/2020	Waxahachie Police Department	No
8/24/2020	Mineral Wells Police Department	No	11/20/2020	Weatherford Police Department	No
8/24/2020	Murphy Police Department	No	11/20/2020	Wilmer Police Department	No
8/26/2020	Rockwall Police Department	No	11/20/2020	Wise County Sheriff's Office	No
8/26/2020	Sachse Police Department	No			
8/26/2020	Seagoville Police Department	No			
8/26/2020	Somervell County Sheriff's Office	No			
8/27/2020	Springtown Police Department	No			
8/27/2020	Stephenville Police Department	No			
8/27/2020	Terrell Police Department	No			
8/27/2020	Waxahachie Police Department	No			
8/27/2020	Weatherford Police Department	No			
8/27/2020	Wilmer Police Department	No			
8/27/2020	Wise County Sheriff's Office	No			
8/28/2020	Parker County Sheriff's Office	No			
8/28/2020	Palo Pinto County Sheriff's Office	No			
8/28/2020	Prosper Police Department	No			
8/28/2020	Rockwall County Sheriff's Office	No			
11/6/2020	Allen Police Department	No			
11/16/2020	Balch Springs Police Department	No			
11/16/2020	Bridgeport Police Department	No			
11/16/2020	Cleburne Police Department	No			
11/16/2020	Cockrell Hill Police Department	No			
11/16/2020	Collin County Sheriff's Office	No			
11/17/2020	Commerce Police Department	No			
11/17/2020	Corsicana Police Department	No			
11/17/2020	Decatur Police Department	No			
11/11/2020	Ellis County Sheriff's Office	No			
11/17/2020	Erath County Sheriff's Office	No			

Communication

Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Aug-20	16873	1906	894	20
Sep-20	10750	11988	630	30
Oct-20	5242	5771	329	9

Twitter

<u>Date</u>	<u>Impressions</u>	<u>Engagements</u>	<u>Retweets</u>	<u>Likes</u>	<u>Clicks</u>	<u>Expands</u>	<u>Followers</u>
Aug-20	21301	371	56	62	72	62	0
Sep-20	14283	293	26	36	16	36	2
Oct-20	16462	338	32	72	4	79	4

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Aug-20	7200	6400	88%	0:34
Sep-20	5000	4500	87%	0:36
Oct-20	4800	5300	87%	0:41

Sources Overview

<u>Date</u>	<u>Direct Traffic</u>	<u>Referrals</u>	<u>Social Media</u>	<u>Search</u>	<u>Email</u>	<u>Paid</u>
Aug-20	992	104	200	3285	71	0
Sep-20	876	119	230	3184	12	0
Oct-20	1278	100	199	3118	48	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Aug-20	0
Sep-20	700
Oct-20	5,700

Public Education Events

<u>Date</u>	<u>Name of Event</u>	<u>Agency</u>
9/5/2020	National Night Out Kick Off	Northern Ellis Emergency Dispatch
9/12/2020	Raquel Wings for Life Bike Rally	NCT9-1-1 Staff
10/29/2020	Trunk or Treat LaRue Miller Elementary	NCTCOG Staff
10/17/2020	Kick A Poo Festival	Hood County Sheriff's Office
10/31/2020	Halloween Event	Rockwall Police Department
10/31/2020	Halloween Event	Sachse Police Department



Service Interruptions
Number of Outages: 2

Date	Agency	Hours	Reason	How were calls handled
7/4/2020	Both Nodes	3	Dispatch Mapping Outage	Calls were routed to the 10 digit emergency lines

GIS Errors

County	Jul-20	Aug-20	Sep-20	Oct-20
Collin	1,167	1,531	1,376	2,908
Dallas	286	336	316	1,648
Ellis	36	21	9	13
Erath	14	14	4	24
Hood	8	5	10	2
Hunt	2	48	9	14
Johnson	410	90	57	11
Kaufman	215	303	160	93
Navarro	23	4	22	25
Palo Pinto	47	145	5	23
Parker	143	27	236	91
Rockwall	4	10	22	43
Somervell	11	120	1	6
Wise	120	65	123	125

Database

ALI Bids with Location

	<u>Total ALI Bids</u>	<u>Total No Record Found</u>	<u>% of Calls without Location Information</u>	<u>% of Calls with Location Information</u>
Aug-20	127,022	948	0.75%	99.25%
Sep-20	119,602	1,075	0.90%	99.10%
Oct-20	136,159	1,051	0.77%	99.23%

PSAP Call Volume
Statistics
Aug-19

COUNTY	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
COLLIN	ALLEN POLICE DEPARTMENT	95	87	2,668	49	3	2,902	111	226
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	57	57	2,834	3	2	2,953	227	181
WISE	BRIDGEPORT POLICE DEPARTMENT	72	1	133	0	0	206	3	6
JOHNSON	CLEBURNE POLICE DEPARTMENT	141	49	1,428	9	2	1,629	114	115
DALLAS	COCKRELL HILL POLICE DEPARTMENT	46	5	35	0	0	86	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	136	108	5,401	12	4	5,661	342	560
HUNT	COMMERCE POLICE DEPARTMENT	11	11	266	2	0	290	21	22
NAVARRO	CORSICANA POLICE DEPARTMENT	110	50	1,263	16	2	1,441	86	87
WISE	DECATUR POLICE DEPARTMENT	62	32	321	0	0	415	6	36
ERATH	DUBLIN POLICE DEPARTMENT	24	4	66	0	0	94	3	8
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	82	26	3,237	1	0	3,346	246	279
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	22	6	848	1	1	878	72	81
KAUFMAN	FORNEY POLICE DEPARTMENT	44	21	939	11	4	1,019	47	51
COLLIN	FRISCO POLICE DEPARTMENT	319	201	5,497	13	14	6,044	344	661
HUNT	GREENVILLE POLICE DEPARTMENT	153	86	1,657	5	4	1,905	138	149
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	292	42	2,311	1	10	2,656	118	226
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	135	20	3,035	8	5	3,203	240	341
JOHNSON	JOHNSON COUNTY ESD	123	48	1,018	0	1	1,190	15	5
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	176	49	4,205	10	0	4,440	237	314
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	178	48	4,718	19	2	4,965	298	335
PARKER	LIFECARE EMS	77	31	598	0	0	706	11	0
COLLIN	MCKINNEY POLICE DEPARTMENT	372	280	5,258	48	14	5,972	289	642
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	58	37	713	2	2	812	63	72
COLLIN	MURPHY POLICE DEPARTMENT	24	41	301	7	0	373	22	23
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	136	4	1,929	1	3	2,073	86	124
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	136	4	1,929	15	3	2,087	211	153
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	94	10	1,045	4	2	1,155	57	151
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	124	122	3,910	1	0	4,157	212	275
COLLIN	PROSPER POLICE DEPARTMENT	29	7	598	5	1	640	21	58
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	42	16	1,619	46	1	1,724	65	124
ROCKWALL	ROCKWALL POLICE DEPARTMENT	147	58	2,092	22	8	2,327	67	209
DALLAS	SACHSE POLICE DEPARTMENT	23	61	529	1	0	614	28	47
DALLAS	SEAGOVILLE POLICE DEPARTMENT	45	8	1,125	10	0	1,188	86	125
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	69	0	342	15	2	428	22	45
PARKER	SPRINGTOWN POLICE DEPARTMENT	60	16	553	3	2	634	32	51
ERATH	STEPHENVILLE POLICE DEPARTMENT	14	3	107	0	0	124	0	10
KAUFMAN	TERRELL POLICE DEPARTMENT	263	72	1,193	2	2	1,532	65	174
ELLIS	WAXAHACHIE POLICE DEPARTMENT	143	55	2,002	16	8	2,224	96	161
PARKER	WEATHERFORD POLICE DEPARTMENT	83	37	1,154	3	2	1,279	46	73
DALLAS	WILMER POLICE DEPARTMENT	11	10	476	0	1	498	48	58
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	78	16	2,142	4	5	2,245	144	151

Sep-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	185	20	2,291	40	3	2,539	0	204
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	108	1	2,517	0	3	2,629	0	171
WISE	BRIDGEPORT POLICE DEPARTMENT	45	0	105	1	0	151	0	7
JOHNSON	CLEBURNE POLICE DEPARTMENT	152	38	1,099	4	0	1,293	0	82
DALLAS	COCKRELL HILL POLICE DEPARTMENT	73	5	58	0	0	136	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	244	33	4,877	17	10	5,181	0	580
HUNT	COMMERCE POLICE DEPARTMENT	48	2	206	2	0	258	0	18
NAVARRO	CORSICANA POLICE DEPARTMENT	141	51	1,108	6	5	1,311	0	91
WISE	DECATUR POLICE DEPARTMENT	44	22	264	3	0	333	0	29
ERATH	DUBLIN POLICE DEPARTMENT	9	4	63	0	0	76	0	2
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	95	11	2,938	1	1	3,046	0	252
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	30	2	806	0	1	839	0	81
KAUFMAN	FORNEY POLICE DEPARTMENT	67	10	895	14	5	991	0	76
COLLIN	FRISCO POLICE DEPARTMENT	366	48	5,024	14	16	5,468	0	651
HUNT	GREENVILLE POLICE DEPARTMENT	178	21	1,761	5	3	1,968	0	175
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	336	15	1,974	4	2	2,331	0	197
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	122	15	2,582	5	1	2,725	0	268
JOHNSON	JOHNSON COUNTY ESD	131	40	870	0	0	1,041	0	3
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	173	28	3,595	10	0	3,806	0	293
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	200	33	4,002	19	2	4,256	0	343
PARKER	LIFECARE EMS	77	25	524	0	1	627	0	0
COLLIN	MCKINNEY POLICE DEPARTMENT	405	73	4,703	47	14	5,242	0	574
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	77	4	629	5	2	717	0	58
COLLIN	MURPHY POLICE DEPARTMENT	32	6	269	4	1	312	0	19
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	173	1	1,645	0	3	1,822	0	154
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	173	1	1,645	15	3	1,837	0	155
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	48	8	782	4	5	847	0	95
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	168	23	3,437	2	6	3,636	0	293
COLLIN	PROSPER POLICE DEPARTMENT	37	7	575	7	6	632	0	59
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	37	2	1,417	57	0	1,513	0	139
ROCKWALL	ROCKWALL POLICE DEPARTMENT	193	24	1,890	27	3	2,137	0	231
DALLAS	SACHSE POLICE DEPARTMENT	94	3	559	12	1	669	0	52
DALLAS	SEAGOVILLE POLICE DEPARTMENT	57	5	1,159	7	1	1,229	0	136
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	75	1	326	14	0	416	0	61
PARKER	SPRINGTOWN POLICE DEPARTMENT	68	10	599	1	3	681	0	50
ERATH	STEPHENVILLE POLICE DEPARTMENT	26	0	115	3	0	144	0	18
KAUFMAN	TERRELL POLICE DEPARTMENT	239	25	1,170	3	1	1,438	0	200
ELLIS	WAXAHACHIE POLICE DEPARTMENT	168	25	1,746	4	8	1,951	0	132
PARKER	WEATHERFORD POLICE DEPARTMENT	116	17	1,108	2	3	1,246	0	78
DALLAS	WILMER POLICE DEPARTMENT	6	1	350	1	0	358	0	30
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	68	12	1,778	3	3	1,864	0	146

Oct-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	183	22	2,588	71	11	2,875	0	249
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	122	15	2,499	20	2	2,658	0	165
WISE	BRIDGEPORT POLICE DEPARTMENT	35	0	127	0	1	163	0	3
JOHNSON	CLEBURNE POLICE DEPARTMENT	145	60	1,317	2	2	1,526	0	142
DALLAS	COCKRELL HILL POLICE DEPARTMENT	63	3	50	0	0	116	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	208	32	5,020	23	12	5,295	0	594
HUNT	COMMERCE POLICE DEPARTMENT	21	4	286	4	0	315	0	29
NAVARRO	CORSICANA POLICE DEPARTMENT	126	34	1,111	4	6	1,281	0	80
WISE	DECATUR POLICE DEPARTMENT	50	23	271	3	0	347	0	38
ERATH	DUBLIN POLICE DEPARTMENT	8	10	58	0	0	76	0	3
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	83	20	3,017	6	4	3,130	0	277
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	31	2	778	1	2	814	0	67
KAUFMAN	FORNEY POLICE DEPARTMENT	79	3	944	14	1	1,041	0	65
COLLIN	FRISCO POLICE DEPARTMENT	424	50	5,284	23	16	5,797	0	711
HUNT	GREENVILLE POLICE DEPARTMENT	278	40	1,617	18	6	1,959	0	149
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	313	21	2,042	10	5	2,391	0	203
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	152	25	2,535	8	7	2,727	0	248
JOHNSON	JOHNSON COUNTY ESD	148	59	935	0	0	1,142	0	2
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	181	50	3,796	8	2	4,037	0	284
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	210	33	4,153	21	1	4,418	0	404
PARKER	LIFECARE EMS	106	32	645	0	2	785	0	0
COLLIN	MCKINNEY POLICE DEPARTMENT	398	71	5,093	55	3	5,620	0	633
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	92	7	619	0	1	719	0	57
COLLIN	MURPHY POLICE DEPARTMENT	27	2	276	1	2	308	0	28
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	152	6	1,745	9	5	1,917	0	158
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	152	6	1,745	16	5	1,924	0	144
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	45	6	699	0	2	752	0	79
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	143	32	3,547	11	10	3,743	0	311
COLLIN	PROSPER POLICE DEPARTMENT	50	5	645	6	1	707	0	68
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	29	3	1,498	56	2	1,588	0	138
ROCKWALL	ROCKWALL POLICE DEPARTMENT	228	25	2,173	16	4	2,446	0	264
DALLAS	SACHSE POLICE DEPARTMENT	86	6	625	3	0	720	0	63
DALLAS	SEAGOVILLE POLICE DEPARTMENT	91	33	1,267	8	0	1,399	0	155
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	80	0	295	14	1	390	0	37
PARKER	SPRINGTOWN POLICE DEPARTMENT	99	11	601	1	4	716	0	49
ERATH	STEPHENVILLE POLICE DEPARTMENT	16	2	138	0	0	156	0	11
KAUFMAN	TERRELL POLICE DEPARTMENT	225	32	1,119	13	1	1,390	0	173
ELLIS	WAXAHACHIE POLICE DEPARTMENT	140	46	1,911	4	6	2,107	0	153
PARKER	WEATHERFORD POLICE DEPARTMENT	129	32	1,211	3	10	1,385	0	69
DALLAS	WILMER POLICE DEPARTMENT	17	7	329	0	0	353	0	40
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	51	13	1,995	3	4	2,066	0	148



Accomplishments

September/October/November 2020

1. Christy Williams won the Critical Communications Leader of the Year award from International Wireless Communications Expo (IWCE).
2. Staff successfully completed the onboarding for the City of Sunnyvale to receive 9-1-1 service.
3. *Dallas Innovates* published an article about the success of Waze in the North Texas region and the partnership of NCT9-1-1, Genesis Pulse, and the City of Frisco.
4. As part of the GIS Team's data QC process, Rockwall County worked tirelessly with Danette Bradshaw and achieved a 0-error status count.
5. The GIS UAS Team flew several ISDs. Amongst the flights, the team flew the Rockwall ISD sports complex and built a 3D model. This is the first 3D model of a sporting complex in our region.
6. Staff worked with legal to complete an Emergency Notification System ILA for the City of Allen.
7. The Technology Team deployed Text to 9-1-1 and Wireless Phase II for Springtown PD with T-Mobile.
8. The Technology Team completed the Text to 9-1-1 web application upgrade.
9. The Operations Team hosted a virtual training with Dr. Michelle Lilly. The course covered topics including PTSD, resilience, and stress management. Twenty-eight 9-1-1 telecommunicators attended from 10 NCT9-1-1 PSAPs.
10. The Operations Team announced the 2019 NCT9-1-1 award winners on social media and created a web page to list winners with pictures and nominations.
11. The Operations Team released a social media campaign to distribute information on the need for a crisis communications plan and tips on how to create one.
12. Amelia Mueller (Operations) served as a panelist for NENA Ignite with Christy Williams on the topic of developing a crisis communications plan.
13. The Operations Team re-branded the blog subscription page on the NCT9-1-1 website.
14. Governor's Goals reports were completed and submitted to NCTCOG.
15. Staff submitted several PRIDE awards for consideration.
16. A previously published GIS blog article was chosen to appear in the book [Dealing with Disasters: GIS for Emergency Management](#).
17. The Operations Team completed a blog identifying different emergency applications for citizens.
18. The Data Team hosted a "Data 101" Lunch and Learn for staff to help break silos between teams.
19. The closing of Dublin PD's PSAP was completed with no complications.
20. The Operations Team hosted a Disaster Series for PSAPs that included PSAP response to Hurricane Harvey and officer involved shootings. In addition, the Data Team presented in the disaster series the importance of having a COOP plan.
21. The Operations Team completed lesson plans and manuals for the upcoming Basic Telecommunicator Licensing course.
22. The Operations Team launched a public education video kit on social media and our website. <https://www.nct911.org/9-1-1-adventures/>
23. Staff closed out the Texas A&M project for preliminary fiber mapping.
24. Staff completed a virtual teambuilding exercise.
25. Staff worked with the Wise County Sheriff to facilitate a Zoom call with key Alliance personnel to discuss a bill to raise the wireless fee.
26. Staff presented at the following virtual conferences: RapidDeploy (Christy Williams and LeAnna Russell), RapidSOS (Christy Williams), Intrado Industry Meeting (Christy Williams), and NENA (Christy Williams and Amelia Mueller).
27. NCT9-1-1 was featured in the State Scoop article about the importance of a crisis communication plan.
28. Committee work with DPS and RapidSOS on implementation of RapidSOS Portal as a pilot project was completed and the results were provided to CSEC.

Officer	Last Name	Fist Name	Entity	Appointee Title	6/6/2019	9/5/2019	12/8/2019	3/5/2020	6/4/2020	9/3/2020
President	Deeds	Roger	Hood County	Sheriff	P	P	A	P	P	P
VP	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P	P	P
Secretary	Richards	Hal	Kaufman County	Judge	P	A	P	A	P	P
	Akin	N. Lane	Wise County	Sheriff	P	A	A	P	P	P
Berthiaume	Jennifer		City of Murphy	Mayor Pro Tem	P	P	A	Vacant	P	P
Caplinger	Gary		City of Allen	Mayor Pro Tem	n/a	n/a	n/a	n/a	P	P
Chambers	Danny		Somervell County	Judge	P	A	P	P	P	P
Coates	Matt		Erath County	Sheriff	A	P	A	A	A	A
Crews	Kerry		Hunt County	Judge (JOP)	P	A	P	Vacant	P	P
Eavenson	Harold		Rockwall County	Sheriff	P	P	A	A	A	P
Long	Shane		Palo Pinto County	Judge	P	A	A	A	A	P
Perry	Eddie		Navarro County	Commissioner	n/a	n/a	n/a	A	P	A
Skinner	Jim		Collin County	Sheriff	P	P	A	P	P	P
Sowell	Will		City of Frisco	Councilmember	P	A	A	A	A	A
Stinson	Randy		Ellis County	Commissioner	P	P	P	P	P	P
Stringer	Jerry		Johnson County	Commissioner	P	P	P	P	P	P
Vacant	Vacant		City of McKinney							
Vacant	Vacant		Parker County							
Vacant	Vacant		Dallas Co. Cities							

Total Present

Attendance Code: P= Present; A=Absent; NM= No Meeting N/A- Not Applicable